

# **Defense Travel System**

## **Small Business**

### **CTO**

## **Quality Assurance Surveillance Plan**



**Version 1.4**

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# Introduction

The DTS CTO Quality Assurance Surveillance Plan (QASP) provides guidelines for Services and Agencies to monitor and evaluate Commercial Travel Office (CTO) services performance. The Program Management Office Defense Travel System (PMO-DTS) will identify the Contracting Officer Representative (COR) for traditional travel services, travel facilitated through DTS, and coordinate with the appropriate Department of Defense (DoD) sources on matters relating to CTO contract performance. The Commercial Travel Office Working Group (CTOWG) will be the forum to address the quality assurance evaluation processes. Information Technology E-Commerce & Commercial Contracting Center (ITEC4) is the primary Government entity responsible for providing interpretation or guidance of DoD contract policies and procedures for all DoD contracted travel support services under the PMO-DTS. The contracting officer overseeing the DTS commercial travel services contract resides in ITEC4.

# Background

The DTS Concept of Operations was developed under the premise that the Department of Defense (DoD) currently does not have the resources or an existing mechanism for providing the level of travel counseling or travel service delivery which are sufficient to meet DoD Services' and Agencies' full requirements. Commercial Travel Office (CTO) services have traditionally been solicited by the Services and Agencies to provide travel services support to ensure that travel needs are met. In order to ensure acceptable CTO service delivery meets these requirements, this CTO Quality Assurance Surveillance Plan (QASP) is required. The DTS CTO QASP provides the guidelines to the PMO-DTS and ITEC4 for measuring and maintaining CTO performance from the perspective of contractual adherence and quality of service delivery.

## Terms and Abbreviations

AQL	Acceptable Quality Level
COR	Contracting Officer Representative
CTO	Commercial Travel Office
DOD	Department Of Defense
DTS	Defense Travel System
FTR	Federal Travel Regulations
ITEC4	Information Technology E-Commerce & Commercial Contracting Center
JAD	Joint Application Development
KO	Contracting Officer
LQAE	Lead Quality Assurance Evaluator
MIS	Management Information System
PMO	Program Management Office
QAE	Quality Assurance Evaluator
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
SDDC	Surface Deployment Distribution Command
SOW	Statement of Work
TO	Transportation Officer
TMO	Travel Management Office

## CTO Quality Assurance Organizational/Reporting Structure

The DTS CTO QA organizational structure Figure 1 for managing contractor performance involves a hierarchical reporting infrastructure. Each DTS traveler will be provided instructions for reporting a contractor performance issue. Each DTS COR will have direct interface with their respective Lead Quality Assurance Evaluator (LQAE), typically at the MAJCOM level and Quality Assurance Evaluators (QAE), typically designated support at the local or site/installation level. In cases deemed necessary the service or agency COR may elevate the problem or concern to the Contracting Officer (KO) at ITEC4 when such issues require policy guidance, legal review, or contract interpretation.

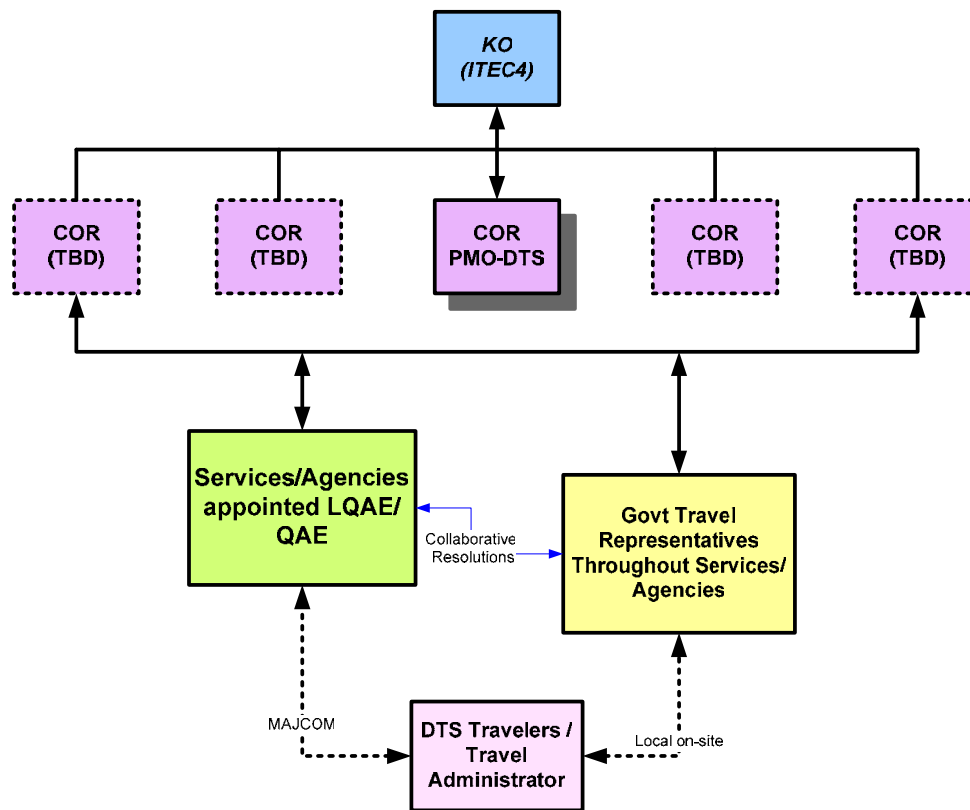


Figure 1

## **Roles and Responsibilities**

This section provides a description of the roles and responsibilities of the DTS Quality Assurance (QA) representatives (Contractor, QAE, LQAE, COR, and the ITEC4 KO).

### **Contractor**

The CTO is contracted by the PMO-DTS to provide travel services support to the Department within the respective areas, as defined in the contract. The Contractor's performance will be measured against delivery of traditional travel services and travel services which are facilitated through the Defense Travel System (DTS). The Contractor will be monitored from a quality of service perspective in regards to their ability to deliver these services under the contract provisions as stated.

### **Quality Assurance Evaluator (QAE)**

The QAE will be qualified Services and Agencies personnel designated as the local resources for resolving contractor issues. The QAE may be engaged to act on the behalf of the DTS Contracting Officer Representative (COR). It will be the QAEs' role to identify first hand the source of the CTO performance issue, interpret the nature of the issue, and resolve the issue if the issue can be resolved locally.

The QAE will assist to gather data related to performance, assist to see issues through resolution, if issues are resolvable with out LQAE or COR intervention. The QAE will capture and record traveler feedback and forward to COR to supplement each satisfactory or unsatisfactory CTO instance reported, and forward inputs for inclusion into COR semi-annual reporting as requested.

### **QAE Primary Roles and Responsibilities:**

- Serve as local CTO point of contact for DTS travelers, DTA, and the CTO.
- Be objective and fair evaluating CTO contractor performance against the DoD 5500.7-R, Joint Ethics Regulation standards set forth for all personnel to conduct themselves directly or indirectly involved in contracting.
- Perform Quality Control surveillance. Review CTO Quality Control Plan (QCP) Reports and provide inputs to the Contracting Officer Representative (COR) as requested.
- Current COR certification suggested. Although, contracting regulations do not mandate this requirement .
- Attempt to resolve issues at the lowest level possible.
- Maintain a copy of the following list of records/documents. Dispose of such records/documents as directed by the ITEC4 Contracting Officer.
  - Copy of the CTO contract.
  - Copy of the QCP.

- All correspondence concerning performance of the contract.
  - Memoranda capturing minutes of any meetings and discussions with the contractor or others pertaining to the contract or contract performance.
  - Records relating to the contractors' quality control system and plan with results of the efforts.
  - Documentation pertaining to acceptance of performance of services, including reports and other relative data.
  - Copies of CDRs (DA 5479-R).
- Provide continued feedback to all DTS travelers, travel administrators, travel office personnel and CTO POC.
  - QAEs who have direct or indirect financial interests which would place them in a position where there is a conflict between the QAE private interest and the public interest of the United States will advise the Contracting Officer of the conflict so appropriate action can be taken.
  - The QAE will submit the QAE Nomination Form (Attachment A) to the DTS COR in accordance with the Services or Agencies requirements.
  - QAE's will not be authorized to award, agree to, or sign any contract or contract modification, or in any way obligate the payment of money by the Government. QAE's may not take any action that may affect contract delivery order schedules, funds or scope. All contractual agreements, commitments, pricing modifications, or charges to quantity, quality, delivery schedules, or other terms/conditions to the contract, shall be only made by the Contracting Officer. QAE's may be personally liable for unauthorized acts.
  - QAE authority may not be re-delegated, unless approved by the KO.

**QAE Resources:**  
**Service/Agency QAEs**

**Figure 2, below identifies various support resources available to all**

DTS Help Desk	<b>DTS Self Support Help Desk</b> Toll Free 800.832.9007 Local 703.968.1668 Fax 703.968.2017 Email: <a href="mailto:DTSHelpDesk@defensetravel.osd.mil">DTSHelpDesk@defensetravel.osd.mil</a> Hours of Operation: 0800 to 1700 (EST/EDT) Monday - Friday
DTS CTO Quality Assurance Surveillance Plan	<a href="http://www.dtstravelcenter.dod.mil/Secs/CTO_QA.cfm">http://www.dtstravelcenter.dod.mil/Secs/CTO_QA.cfm</a>
Contract Discrepancy Report (CDR)	<a href="http://www.dtstravelcenter.dod.mil/Secs/CTO_QA.cfm">http://www.dtstravelcenter.dod.mil/Secs/CTO_QA.cfm</a>
DTS CTO Survey/Comment Form	<a href="http://www.dtstravelcenter.dod.mil/Secs/CTO_QA.cfm">http://www.dtstravelcenter.dod.mil/Secs/CTO_QA.cfm</a>

Figure 2

### **Lead Quality Assurance Evaluator (LQAE)**

The LQAE will be qualified Services and Agencies personnel designated as the MAJCOM/site level for resolving contractor issues. The LQAE may be engaged to act on the behalf of the DTS Contracting Officer Representative (COR). It will be the LQAEs' role to identify first hand the source of the CTO performance issue, interpret the nature of the issue, and resolve the issue if the issue can be resolved locally. The LQAE will provide assistance as requested with the PMO-DTS COR as liaison in all irresolvable matters identified by local QAEs.

The LQAE will assist to gather data related to performance, assist to see issues through resolution, if issues are resolvable with out COR intervention. The LQAE will capture and record traveler feedback and forward to COR to supplement each satisfactory or unsatisfactory CTO instance reported, and forward inputs for inclusion into COR semi-annual reporting as requested.

### **LQAE Primary Roles and Responsibilities:**

- Serve as local CTO point of contact for DTS travelers, DTA, and the CTO.
- Be objective and fair evaluating CTO contractor performance against the DoD 5500.7-R, Joint Ethics Regulation standards set forth for all personnel to conduct themselves directly or indirectly involved in contracting.
- Perform Quality Control surveillance. Review CTO Quality Control Plan (QCP) Reports and provide inputs to the Contracting Officer Representative (COR) as requested.
- Current COR certification suggested. Although, contracting regulations do not mandate this requirement .
- Attempt to resolve issues at the lowest level possible.



- Maintain a copy of the following list of records/documents. Dispose of such records/documents as directed by the ITEC4 Contracting Officer.
  - Copy of the CTO contract.
  - Copy of the QCP.
  - All correspondence concerning performance of the contract.
  - Memoranda capturing minutes of any meetings and discussions with the contractor or others pertaining to the contract or contract performance.
  - Records relating to the contractors' quality control system and plan with results of the efforts.
  - Documentation pertaining to acceptance of performance of services, including reports and other relative data.
  - Copies of CDRs (DA 5479-R).
- Provide continued feedback to all DTS travelers, travel administrators, travel office personnel and CTO POC.
- LQAEs who have direct or indirect financial interests which would place them in a position where there is a conflict between the QAE private interest and the public interest of the United States will advise the Contracting Officer of the conflict so appropriate action can be taken.
- The LQAE will submit the QAE Nomination Form (Attachment A) to the DTS COR in accordance with the Services or Agencies requirements.
- LQAE's will not be authorized to award, agree to, or sign any contract or contract modification, or in any way obligate the payment of money by the Government. QAE's may not take any action that may affect contract delivery order schedules, funds or scope. All contractual agreements, commitments, pricing modifications, or charges to quantity, quality, delivery schedules, or other terms/conditions to the contract, shall be only made by the Contracting Officer. QAE's may be personally liable for unauthorized acts.
- Provide QAE reporting preparation assistance as required to all Services or Agencies QAE in reporting CTO issue/concerns.
- LQAE authority may not be re-delegated, unless approved by the KO.

## **Contracting Officer Representative (COR)**

The COR will be the primary source responsible for handling all the CTO contractor performance issues presented by travelers, QAE, or LQAE. The COR will have at their disposal, summary CTO performance reporting data for all the DTS Services and Agencies. The COR will also contact the Contractor directly if necessary to resolve issues or gather additional information. The COR will administer delivery of Contract Discrepancy Reports CDRs (DA 5479-R) issued for unsatisfactory performance as set forth in the DTS CTO Statement of Work (SOW). The COR will employ the assistance of Services and Agencies QAE or LQAE who will be assigned accordingly to act on behalf of the DTS COR to administer the release and coordinate resolution tracking of CDRs (DA 5479-R). If necessary, the COR will contact the ITEC4 KO for further guidance to determine an appropriate plan for contract action and solution.

## **Primary Roles and Responsibilities**

- The COR will utilize all appropriate resources for matters concerning the interpretation and/or execution of contract policy.
- Be objective and fair when evaluating CTO contractor performance against the DoD 5500.7-R, Joint Ethics Regulation standards set forth for all personnel to conduct themselves directly or indirectly involved in contracting.
- Verify that the contractor performs the technical requirements of the contract in accordance with the contract terms, conditions, and specifications. Specific emphasis should be placed on the quality service provisions, for both adherence to the contract provisions and to the contractor's own quality control surveillance and delivery plan.
- Responsible for performing inspections necessary to verify CTO contractors perform within the technical requirements of their contracts in accordance with the contract terms, conditions, and specifications. Ensure that the emphasis is placed on quality provisions, for both adherence to the contract provisions and to the CTO contractors quality control program.
- Attempt to resolve problems at the lowest level possible.
- Maintain adequate records to sufficiently describe the performance of their duties as the COR during the life of the CTO contract and to dispose of such records as directed by ITEC4 KO. As a minimum the COR file will contain the following:
  - A copy of appointment letter from the ITEC4 KO, a copy of any changes to that letter, and a copy of any termination letter.
  - A copy of the contract or the appropriate part of the contract and all contract modifications.
  - A copy of the Quality Assurance Surveillance Plan (QASP).
  - All correspondence concerning performance of the contract.  
The nature of Government contract quality assurance actions, including when appropriate, the record of inspections performed, and the results.
  - Memoranda for record of minutes of any meetings and discussions with the contractor or others pertaining to the contract or contract performance.

- Records relating to the contractors quality control system and plan with associated results of the quality control effort.
  - A copy of the surveillance schedule.
  - Documentation pertaining to acceptance of performance of services, including reports, CDR's, and other data.
  - Recommendations of any changes necessary to the contract, specifications, instructions, or other requirements, that will provide more effective operations or eliminate unnecessary costs.
- COR will hold quality assurance conferences/meetings on an annual basis (as a minimum) to meet with the LQAE and QAE from each site under their area of responsibility. The purpose of these conferences/meetings will be to discuss/resolve systemic issues of concern, performance trends, and to share relevant information regarding the Defense Travel System and the CTO program. Additionally, the Commercial Travel Office Working Group (CTOWG) will be the central forum to provide performance evaluation updates and to address systemic performance matters.
  - CORs are not authorized to award, agree to or sign any contract (including delivery orders) or contract modifications or in any way obligate the payment of money by the Government. CORs will not take any action that may affect contract delivery order schedules, funds or scope. All contractual agreements, commitments or modifications that involve price, quantity, quality, delivery schedules, other terms and conditions of the contract shall be made by the KO. The COR may be personally liable for unauthorized acts. COR authority may not be re-delegated, unless approved by the KO.
  - Designation as a COR shall remain in effect through the life of the contract, unless sooner revoked in writing by the KO or unless the COR is separated from Government service. If a COR is reassigned or separated from Government service, the ITEC4 KO shall be notified sufficiently in advance of reassignment or separation to permit timely selection and designation of a successor COR. If designation is revoked for any reason before completion of this contract, all records will be turned over to the successor COR or disposition instructions will be obtained from the KO at ITEC4.
  - COR is required to maintain current COR certification as identified by the KO.

### **Contracting Office (ITEC4)**

The Contracting Office at ITEC4 will resolve all CTO performance issues submitted by the COR and ensure that the COR provides feedback to the CTO contractor and respective LQAE and QAEs. The LQAE provides resolution updates to the QAE and the QAE provides resolution summary to the DTS Traveler. Any traveler can make a request for follow-up information related to CTO performance by contacting their perspective service or agency COR. The ITEC4 KO is the primary government entity responsible for providing interpretation or guidance of DoD contract policies and procedures for all DoD contracted travel support services under the Defense Travel System.

# CTO Performance Requirement Matrix

The following performance requirements will be used to assess CTO travel service delivery. These performance measurements are derived from the DTS Statement of Work(SOW) and are used as measurement guidelines by the PMO-DTS and ITEC4 to determine CTO performance. The contractors' performance will be rated satisfactory or unsatisfactory, the Govt defines satisfactory unsatisfactory as :

**Satisfactory = Contractor meeting the specified requirements in the SOW.**

**Unsatisfactory = Contractor not meeting the specified requirements in the SOW.**

The COR with assistance from LQAEs and QAEs in the field will be required to monitor CTO performances, to identify in detail the specific nature of the CTO issues or concerns.

## Performance Requirements

Performance Area	CTO Instruction	Methods of Monitoring	Frequency of Monitoring	Acceptable Quality Level	CDR Notification Process
<b>1. Customer Service</b>  <b>SOW Sect(s)</b> <b>C.4.8, C.4.8.1-3</b>	<b>Contractor shall provide 24-hour, 7-day per week courteous and responsive service to include providing service to travelers after normal duty hours when the request pertains to an emergency and/or short notice travel.</b>	<b>A Govt website (TBD), email address, and a phone number will be provided for capturing travelers' feedback.</b>  <b>Govt administered random (sample) survey, in cooperation with CTO's.</b>  <b>LQAE and QAE observation.</b>	<b>Traveler's ad-hoc comments will be gathered on an on-going basis.</b>  <b>Random Sample Surveys will be released as deemed necessary by Govt.</b>	<b>Satisfactory meets performance as stated in SOW.</b>  <b>Unsatisfactory Does not comply with performance standards set forth in SOW</b>	<b>The CTO will be issued a DA 5479-R. Contract Discrepancy Report (CDR) for unsatisfactory PERFORMANCE area ratings. The CTO will have 5 workdays to provide a response that includes an improvement strategy for addressing the issues. 30 days following DA5479-R issuing, the CTO will be re-rated, if the CTO performance does not comply with CTO SOW, the KO will be notified, permanent performance record will maintained, and KO will pursue contract action.</b>

Performance Area	CTO Instruction	Methods of Monitoring	Frequency of Monitoring	Acceptable Quality Level	CDR Notification Process
<b>2. Itinerary</b> The Contractor shall provide an itinerary to the traveler via electronic mail. The itinerary shall include at a minimum, the traveler's name, applicable routing information including carrier, flight number, ticket number, reservation/confirmation numbers(s), method of payment (Individually Billed Account (IBA), Centrally Billed Account (CBA), or Government Transportation Request (GTR)), and transaction fee(s) imposed, and transportation charges.  SOW Sect(s) C.5.1.5.1,	Confirm all reservations and issue invoice/itinerary to traveler.	A Govt website (TBD), email address, and a phone number will be provided for capturing travelers' feedback.  Govt administered random (sample) survey, in cooperation with CTO's.  LQAE and QAE observation.	Traveler's ad-hoc comments will be gathered on an on-going basis.  Random Sample Surveys will be released as deemed necessary by Govt.	Satisfactory meets performance as stated in SOW.  Unsatisfactory does not comply with performance standards set forth in SOW.	The CTO will be issued a DA 5479-R. Contract Discrepancy Report (CDR) for each unsatisfactory service area performance rating. The CTO will have 5 workdays to provide a response that includes an improvement strategy for addressing the issues. 30 days following DA5479-R issuing, the CTO will be re-rated, if the CTO performance does not comply with CTO SOW, the KO will be notified, permanent performance record will maintained, and KO will pursue contract action.
<b>3. Delivery of tickets or records of reservation</b>  SOW Sect(s) C.5.2.8, C.6.2.8,	Electronic ticketing is the preferred method of ticket issuance whenever available. In the event that electronic ticketing is not available, airline tickets shall be issued on ticket stock, which is acceptable for movement on the carrier actually providing the transportation. The Contractor shall maintain sufficient quantities of ticket stock on-site to adequately handle normal and surge travel volumes and avoid ticketing delays.	A Govt website (TBD), email address, and a phone number will be provided for capturing travelers' feedback.  Govt administered random (sample) survey, in cooperation with CTO's.  LQAE and QAE observation.	Traveler's ad-hoc comments will be gathered on an on-going basis.  Random Sample Surveys will be released as deemed necessary by Govt.	Satisfactory meets performance as stated in SOW.  Unsatisfactory does not comply with performance standards set forth in SOW	The CTO will be issued a DA 5479-R. Contract Discrepancy Report (CDR) for each unsatisfactory service area performance rating. The CTO will have 5 workdays to provide a response that includes an improvement strategy for addressing the issues. 30 days following DA5479-R issuing, the CTO will be re-rated, if the CTO performance does not comply with CTO SOW, the KO will be notified, permanent performance record will maintained, and KO will pursue contract action.

Performance Area	CTO Instruction	Methods of Monitoring	Frequency of Monitoring	Acceptable Quality Level	CDR Notification Process
<b>4. TRIP\$ Reports</b>  SOW Sect(s) C.4.4, C.4.1, C.4.6,	TRIPS reporting shall be required for Traditional transactions only for the entire performance period of the contract.	PMO-DTS COR  ITEC4	PMO-DTS monthly	Satisfactory meets performance as stated in SOW.  Unsatisfactory Does not comply with performance standards set forth in SOW	The CTO will be issued a DA 5479-R. Contract Discrepancy Report (CDR) for each unsatisfactory service area performance rating. Unsatisfactory TRIP\$ records will be assessed as those with (5% or more error rate) Errors include; missing data, incorrect data, or blank data. See CDR notification process.
<b>5. STATCO Reports</b>  SOW Sect(s) C.4.1, C.4.6,	STATCO and TRIPS reporting shall be required for Traditional transactions only for the entire performance period of the contract.	SDDC review of STATCO reporting.  *All STATCO data transmissions are subject to SDDC error checking standards.	SDDC monthly	Satisfactory meets performance as stated in SOW.  Unsatisfactory Does not comply with performance standards set forth in SOW	SDDC performance requirements for STATCO data transmissions will apply.
<b>6. CBA Reports</b>  SOW Sect(s) C.4.16	CBA reconciliation shall be performed by the Contractor for those travel services provided to travelers receiving DTS traditional travel services or for those travelers utilizing DTS prior to full CBA deployment in the system.	Visual inspection by travel area Transportation Office (TO-TMO).  MIS Reports/contractor reports and data  LQAE and QAE observation.	LQAE/QAE/TO-TMO conducts visual inspections of CBA process with CTO on an ongoing basis. CBA data feeds are sent monthly.	Satisfactory meets requirements as stated in SOW.  Unsatisfactory does not comply with performance standards set forth in SOW	The CTO will be issued a DA 5479-R for unsatisfactory CBA data feeds. Unsatisfactory CBA data feeds are those with less than 90% accuracy.

Figure 3

## Performance Ratings

CTO performance areas are rated by determining an Acceptable Quality Level (AQL) of satisfactory or unsatisfactory. Performance Ratings are assessed utilizing both the local level feedback by direct observations that are always supplemented by review of traveler comment forms and traveler random sample survey data as available. In cases where the service or agency COR is unable to determine whether CTO performance adheres to contract specifications, the Service or Agency COR will consult the DTS lead COR or ITEC4 KO for guidance. It is the responsibility of the COR to gather and maintain a record of all traveler comment forms or documentation associated with LQAE or QAE observations. The COR with assistance from the LQAE or QAE in cooperation with the CTO will conduct random sample surveys. A 10% sample is recommended. The COR with support of the LQAE and QAE in cooperation with the CTO will select an appropriate site sample with participation from all CTO travel service organizational constituencies to ensure an even and representative sample survey.

The COR or LQAE/QAE on behalf of COR will record any instances of satisfactory or unsatisfactory CTO performance. All performance related information will be archived to support performance inquiries or review of CTO past performance. The following PMO-DTS format standards for performance reporting are required for CTO provided documentation;

- MS-Excel compatible.
- Must contain the following information per performance issue entry (Date of observation, COR name, LQAE/QAE name (if applicable), location (state, city, name of installation/unit), name of traveler, CTO Name, CTO phone number, CTO performance area, AQL rating {unsatisfactory-satisfactory}, comment/description of issue.)
- Issued electronically by email, DTS CTO website (TBD), or as determined by the Service/Agency COR. Additional reporting requests may be required by the COR or KO as deemed necessary during the performance of the CTO contract.

### Satisfactory

Satisfactory = Contractor meeting the specified requirements in the SOW.

Satisfactory ratings indicate the CTO contractor is performing within the performance guidelines set forth in the SOW. For interpretation of service area performance guidelines travelers will contact their perspective COR. If required, the COR will consult the LQAE or local QAE to resolve issues of contract interpretation. Favorable observations associated with satisfactory performances by the CTO will be maintained to include in CTOs past performance record.

### Unsatisfactory

Unsatisfactory = Contractor not meeting the specified requirements in the SOW.

Unsatisfactory performance ratings indicate the CTO contractor has not delivered travel services in accordance with the performance guidelines set forth in the DTS CTO SOW. All DTS travelers are instructed to report CTO service performance issues to their COR, LQAE or a local QAE acting on behalf of the Services or Agencies COR. Each DTS traveler will be provided contact information for their respective COR. All travelers will be provided with contact procedures for normal and after hour support. All unsatisfactory CTO service delivery related issues or concerns must be reported. The COR will contact the LQAE/QAE if the delivery of performance is determined to be in conflict with contracted service guidelines. The CTO will be asked to provide a plan for addressing performance issues, a copy of the CTO's Quality Control Plan will be referenced. The CTO will submit within 5

workdays a plan for remedial action. 5 workdays following CTO notification, if the performance has not improved to satisfactory, the COR or LQAE/QAE acting on behalf of the Services or Agencies COR will issue the CTO a DA 5479-R Contract Discrepancy Report (CDR) and seek potential ITEC4 KO contract action if the performance is not improved in 30 days following issuance of the DA 5479-R (see, CDR Process, pg. 21).

## **Monitoring Approach/Instructions**

The following section provides a description of the approach to use in monitoring DTS CTO service areas.

### **1. Customer Service**

Customer Service will be monitored using feedback received from Travelers' CTO Comment Forms and from random sample survey responses. In cases where LQAE or QAE review is deemed to be necessary, the LQAE/QAE acting on behalf of the DTS COR will conduct a visual observation by personally visiting the CTO location to observe first hand the service delivery to travelers during normal working hours. In cases where the LQAE/QAE identifies an instance of unsatisfactory performance, the LQAE/QAE will attempt to resolve locally, if deemed necessary the LQAE/QAE upon approval of their respective COR will issue the CTO a DA 5479-R (Contract Discrepancy Report). Within 5 working days of issuance of a DA 5479-R Contract Discrepancy Report (CDR), the CTO will submit a plan of action and include procedures for improvements, this will follow the guidelines set forth in the CTO Quality Control Plan (QCP) and deliver this to the Services or Agencies COR with a copy delivered to the respective Services or Agencies LQAE/QAE assigned to observe performance. If the performance area remains unsatisfactory and has not improved to a satisfactory level in accordance with the CTO contract guidelines within 30 days of issuing the CDR, the LQAE/QAE in cooperation with the COR and ITEC4 will pursue contract actions and attach the unsatisfactory CDR as record of non-government performance compliance into the CTOs permanent past performance history. In cases deemed necessary by ITEC4, the KO will pursue action to displace CTO services pursuant upon Govt contract guidelines.

### **2. Itinerary delivered by E-mail, Fax, and Web**

Itinerary delivered by Email, Fax or Web CTO services will be monitored using feedback received from Travelers' CTO Comment Forms and random sample survey responses. In cases where the LQAE/QAE identifies an instance of unsatisfactory performance, the LQAE/QAE will attempt to resolve locally, if deemed necessary the LQAE/QAE acting on behalf of the DTS COR upon approval of their respective COR will issue the CTO a DA 5479-R (Contract Discrepancy Report). Within 5 working days of issuance of a DA 5479-R Contract Discrepancy Report (CDR), the CTO will submit a plan of action and include procedures for improvements, this will follow the guidelines set forth in the CTO Quality Control Plan (QCP) and deliver this to the Services or Agencies COR with a copy delivered to the respective Services or Agencies LQAE/QAE assigned to observe performance. If the performance area remains unsatisfactory and has not improved to a satisfactory level in accordance with the CTO contract guidelines within 30 days of issuing the CDR, the LQAE/QAE in cooperation with the COR and ITEC4 will pursue contract actions and attach the unsatisfactory CDR as record of non-government performance compliance into the CTOs permanent past performance history. In cases deemed necessary by ITEC4, the KO will pursue action to displace CTO services pursuant upon Govt contract guidelines.



### **3. Delivery of ticket documentation.**

Delivery of ticket documentation related to travel request transactions will be monitored using feedback received from Travelers' CTO Comment Forms and from quarterly random sample survey responses. In cases where the LQAE/QAE identifies an instance of unsatisfactory performance, the LQAE/QAE will attempt to resolve locally, if deemed necessary the LQAE/QAE upon approval of their respective COR will issue the CTO a DA 5479-R (Contract Discrepancy Report). Within 5 working days of issuance of a DA 5479-R Contract Discrepancy Report (CDR), the CTO will submit a plan of action and include procedures for improvements, this will follow the guidelines set forth in the CTO Quality Control Plan (QCP) and deliver this to the Services or Agencies COR with a copy delivered to the respective Services or Agencies LQAE/QAE assigned to observe performance. If the performance area remains unsatisfactory and has not improved to a satisfactory level in accordance with the CTO contract guidelines within 30 days of issuing the CDR, the LQAE/QAE in cooperation with the COR and ITEC4 will pursue contract actions and attach the unsatisfactory CDR as record of non-government performance compliance into the CTOs permanent past performance history. In cases deemed necessary by ITEC4, the KO will pursue action to displace CTO services pursuant upon Govt contract guidelines.

### **4. CBA Reporting**

CBA reporting requirements will be observed by the QAE and TMO on a day-to-day basis. The monthly CBA report submissions will be visually observed from both an accuracy and delivery perspective. CBA data feeds must meet 90% or better accuracy rate (see Figure 3, pg. 15) The LQAE/QAE acting on behalf of the Services or Agencies COR in coordination with support from the transportation management office representatives will review CBA reports to ensure the CTO process for resolving unsatisfactory CBA report submissions meets contract requirements. In cases where the LQAE/QAE identifies an instance of unsatisfactory performance, the LQAE/QAE will attempt to resolve locally, if deemed necessary the LQAE/QAE upon approval of their respective COR will issue the CTO a DA 5479-R (Contract Discrepancy Report). Within 5 working days of issuance of a DA 5479-R Contract Discrepancy Report (CDR), the CTO will submit a plan of action and include procedures for improvements, this will follow the guidelines set forth in the CTO Quality Control Plan (QCP) and deliver this to the Services or Agencies COR with a copy delivered to the respective Services or Agencies LQAE/QAE assigned to observe performance.

If the performance area remains unsatisfactory and has not improved to a satisfactory level in accordance with the CTO contract guidelines within 30 days of issuing the CDR, the LQAE/QAE in cooperation with the COR and ITEC4 will pursue contract actions and attach the unsatisfactory CDR as record of non-government performance compliance into the CTOs permanent past performance history. In cases deemed necessary by ITEC4, the KO will pursue action to displace CTO services pursuant upon Govt contract guidelines.

### **5. STATCO Reporting (SDDC)**

The monthly STATCO report submissions will be visually observed from both an accuracy and delivery perspective. SDDC will review STATCO reports on a monthly basis. SDDC policies for administering the STATCO report submissions will apply to all CTO. SDDC will remain the CTO source for performance observation of all CTO provided STATCO reports/data feeds.

Note: For SDDC guidance on STATCO reporting refer to <http://www.transcom.mil/j5/pt/dtr.html>.

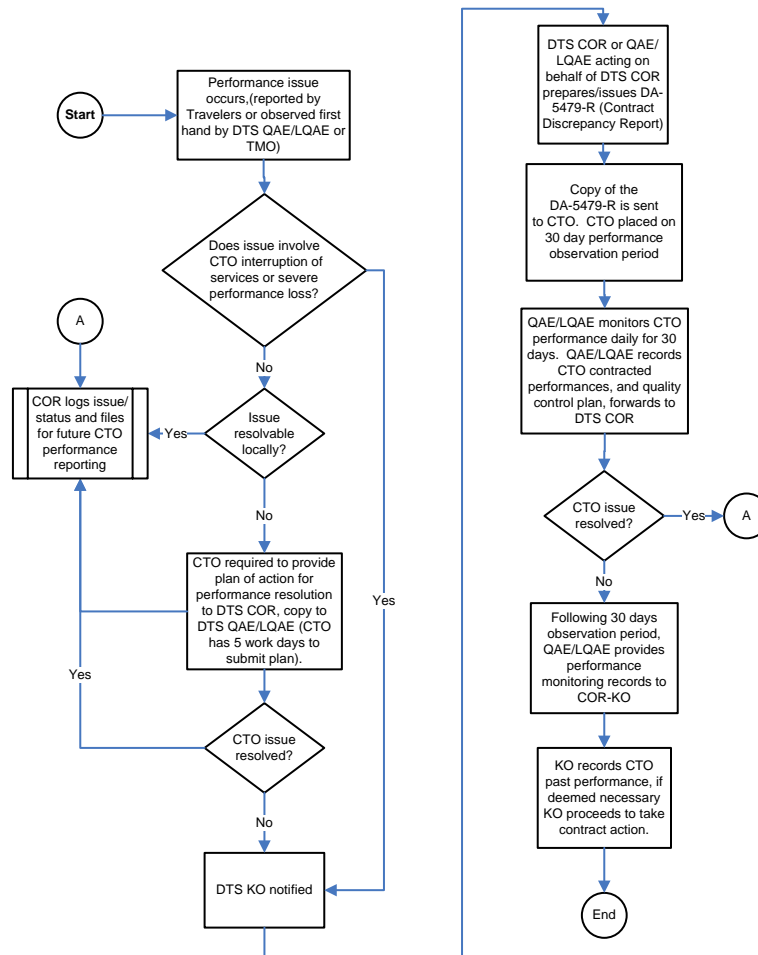
## **6. TRIP\$ Reporting**

The CTO will submit TRIP\$ reports/data transmissions on a monthly basis to the PMO-DTS COR or an authorized representative of the PMO-DTS COR. The CTO TRIP\$ reports/data transmissions will be observed from both an accuracy and delivery perspective. The PMO-DTS COR or an authorized representative of the PMO-DTS COR will monitor the CTO to ensure the CTO process for resolving unsatisfactory TRIP\$ report submissions meets contract requirements (see Figure 3, pg. 15). If there are TRIP\$ reporting errors in data or in transmission which are irresolvable by the CTO and the performance remains unsatisfactory, the PMO-DTS COR or an authorized representative, LQAE or QAE acting on behalf of the PMO-DTS COR will issue a DA 5479-R to the CTO. Within 5 working days of issuance of a DA 5479-R Contract Discrepancy Report (CDR), the CTO will submit a plan of action to the PMO-DTS COR with copy sent to the Services or Agencies LQAE/QAE and include procedures for improvements, this will follow the guidelines set forth in the CTO Quality Control Plan (QCP). If the performance area remains unsatisfactory and has not improved to a satisfactory level in accordance with the CTO contract guidelines within 30 days of issuing the CDR, the the COR and ITEC4 will pursue contract actions to penalize (see Figure 3, pg. 15) the CTO or take action to displace CTO services pursuant upon Govt contract guidelines.

## Issuing Contract Discrepancy Reports (CDR)

The DA 5479-R Contract Discrepancy Report (CDR) will be used by PMO-DTS COR or PMO-DTS LQAE/QAE acting on behalf of the DTS COR to administer issuance to the CTO of unsatisfactory performance notification. Copies of CDRs will be distributed at the time of issuance to the CTO, DTS COR, and the LQAE/QAE. Figure 4 illustrates the standard CDR issuance process. Additional distribution of CDRs may be added to this process. The PMO-DTS reserves the right to modify this process at any time. All CTOs will be notified by PMO-DTS prior to process change release.

### Contract Discrepancy Reporting (CDR) Process



Note: At any time following notification to the CTO of unsatisfactory CTO performance, if severe contract violation is substantiated and performance is determined to be in direct violation of contract or significant enough to impede Service or Agency mission requirements, the KO will be contacted, to initiate immediate contract action if required.

Figure 4

## **Performance Assessments**

### **CTO Service Performance Areas**

Performance Assessments for unsatisfactory performance related to CTO service delivery will ultimately be determined by the ITEC4 KO, at a minimum substantiated unsatisfactory performance with emphasis on repeated unsatisfactory performance will result in permanent past performance history, will be maintained by ITEC4 KO for future CTO service acquisitions and if deemed necessary by ITEC4 in cases where service performance is severe or impedes Services and Agencies effective execution of primary mission travel requirements, will result in ITEC4 KO proceedings for displacement of CTO services and potential legal action.

### **DTS TRIP\$**

Performance Assessments for unsatisfactory CTO TRIP\$ reporting submissions will be maintained by the Contracting Officer. Performance will be assessed upon review of a CTOs data feed submission to PMO-DTS, based on error rates for missing, inaccurate, or blank data (see Figure 3, pg. 15 Performance Ratings)

A CTO performance history with regard to repeated instances of unsatisfactory TRIP\$ performance level and failure to correct actions identified under CDR issuance will be maintained by COR. Each CTO's past performances will be recorded for reference in future CTO contract service acquisition releases to the public.

### **CTO CBA data submissions**

CTO CBA data transmissions will be subject to performance review. A 90% acceptable quality level for performance will apply to all CBA data transmissions. Execution of CBA penalty assessments will involve review from ITEC4, PMO-DTS, Service and Agency TO/TMO, LQAE/QAE acting on behalf of DTS COR. CBA data feeds with 90% or better accuracy will be satisfactory. The Contractor will be expected to provide any support necessary to Services and Agencies to perform reconciliation of all CBA data feeds with errors. CTO CBA data transmissions with less than 90% accuracy will be unsatisfactory. If CTO CBA data transmissions remain less than 90% accurate, CTO will be issued a CDR (see CDR Process, pg. 21). CBA data transmissions with less than 90% accuracy that are not reconciled or deemed to be unsatisfactory will be recorded by ITEC4 KO as part of the CTOs permanent performance records.

## **Monitoring Methods**

The CTO contracts will be strictly monitored to ensure customer service delivery and traveler satisfaction by PMO-DTS, ITEC4, and Services/Agencies LQAE/QAE/COR representatives. The following methods for performance surveillance will be employed by DTS LQAE, QAE, COR, and ITEC4 KO to determine an Acceptable Quality Level (AQL) for CTO travel service performance delivery to DoD travelers:

### **Use of Traveler CTO survey/comment forms**

These will be submitted by travelers on a per request basis. These will be made available at all CTO and Services/Agencies TMO office locations and can be requested by the travelers' from their perspective LQAE/QAE . A softcopy can be downloaded from [www.dtstravelcenter.dod.mil/Secs/CTO\\_QA.cfm](http://www.dtstravelcenter.dod.mil/Secs/CTO_QA.cfm). If CTO unsatisfactory performance has been determined pursuant to the contract Acceptable Quality Level (AQL), the CTO will be given notice and issued a DA-5479-R (see Figure 4, CDR Process, pg. 21).

### **Use of Traveler random (sample) surveys**

The DTS LQAE/QAE acting on behalf of DTS COR will provide the CTO traveler random (sample) survey results to the CTO with in 5 working days of processing random (sample) surveys. If CTO unsatisfactory performance has been determined pursuant to the contract Acceptable Quality Level (AQL). The CTO will have 5 working days to address the survey results with COR/LQAE/QAE and contracting office representatives. 5 working days after the release of survey results to the CTO the contracting officer representative will reassess CTO performance. If unsatisfactory performance for the service area is not improved to a level of satisfactory, the CTO will be issued a DA 5479-R (see CDR Process, Figure 4, pg. 21). CTO satisfactory performances will be recorded as part of the CTO past performance.

### **DTS LQAE and Observations**

The DTS LQAE/QAE acting on behalf of the DTS COR will conduct random and scheduled observations of the CTO during any time of the CTO contract period of performance, as a part of their normal duties. This is not limited to the specified contract performance guidelines set forth in the DTS CTO contract. The DTS LQAE/QAE can conduct these observations as part of unannounced visits or in response to CTO performance feedback received from DTS travelers. All LQAE/QAE observations relating to CTO performance will be recorded and made available for reporting to the COR/KO. Copies will be made available to the CTO.

## **Travel Management Office**

The Services and Agencies Travel Management Office (TMO) in coordination with DTS LQAE/QAE will provide any traveler feedback or CTO performance data available to support the DTS COR in cases where TMO representation is needed to resolve CTO performance issues or disputes.

## **LQAE/QAE Traveler Support**

The DTS LQAE/QAE on behalf of DTS COR will provide guidance and instruction to the DTS travelers for reporting CTO performance issues. The LQAE/QAE will assist DTS travelers in the reporting process regarding preparation of DTS Traveler CTO Survey/Comment Forms and provide mediation between travelers and CTO. DTS Traveler CTO Survey/Comment Forms will be available electronically at [www.dtstravelcenter.dod.mil/Secs/CTO\\_QA.cfm](http://www.dtstravelcenter.dod.mil/Secs/CTO_QA.cfm) or hardcopy will be supplied per request by traveler.

The LQAE/QAE will be responsible for providing assistance associated with gathering of DTS Traveler CTO Survey/Comment Forms. A DTS website (*TBD*) will be available to travelers for logging comments (*TBD*). If directed by the DTS COR the DTS LQAE/QAE, will assist in contacting the travelers for further clarification. In cases where reported CTO issues are irresolvable locally, the LQAE/QAE acting on behalf of the DTS COR will prepare the DA 5479-R and submit to the CTO (see CDR Process, Figure 4, pg. 21).

## **Defense Travel System Traveler CTO Survey/Comment Form**

The DTS Traveler CTO Survey/Comment Form ( see Figure 6, pgs. 30, 31) will be made available in electronic and hard copy format to all travelers. A hard copy will be made available at each Services and Agencies travel/transportation office. A softcopy can be downloaded from [www.dtstravelcenter.dod.mil/Secs/CTO\\_QA.cfm](http://www.dtstravelcenter.dod.mil/Secs/CTO_QA.cfm).

## Privacy Act Statement

### PRIVACY ACT STATEMENT

**Authority:** 5 USC, 552a, DoD 8910.1-M, Chap 4, para C4.4

**Principal Purpose(s):** Provide travelers and Quality Assurance Evaluators' documentation/feedback on CTO service performance delivery.

**Routine Use(s):** Evaluation of CTO service performance delivery

**Disclosure:** Voluntary

The DTS Traveler Survey/Comment Form is designed to provide DTS travelers, DTS Lead Quality Assurance Evaluators (LQAE) and Quality Assurance Evaluators (QAE) with a feedback mechanism for reporting CTO service performance delivery. This document is part of the DTS CTO QASP. Hard copy will be made available to travelers at each Service/Agency Travel Management Office. The DTS LQAE and QAE will provide travelers with instructions for completing the DTS Traveler Survey/Comment Form on a per request basis and as part of DTS CTO random sample surveys. Data gathered from the DTS Traveler Survey/Comment Form will not be released to the CTO without Services/Agencies approval.

I, \_\_\_\_\_ have read and understand the statement above.  
(Print Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

**Figure 5**

**Defense Travel System  
Traveler CTO Survey/Comment Form**

**Today's Date:**

The Traveler CTO Comment Form can be issued as a comment form or as a sample survey by your QAE/LQAE. The QAE/LQAE will provide instructions for completion. Complete each information item in the blanks below. Double click your left mouse button to select Yes or No. For questions with multiple options, enter an *X* in the option next to your choice.

**Traveler Contact:**

**Traveler Name**

**Traveler Phone:**

**Unit/Organization:**

**Location:**

**Email:**

**CTO Contact:**

**CTO Name/Location:**

**CTO Phone:**

**Dates of Travel:**

**Please complete the following 13 questions by selecting the box next to the appropriate answer. If the question or question(s) do not apply to your own CTO experience please leave blank. For answers with comments please include a brief description.**

**1. How were your reservations made?**

**Select one.**

- |           |                              |                          |
|-----------|------------------------------|--------------------------|
| <b>a.</b> | <b>DTS</b>                   | <input type="checkbox"/> |
| <b>b.</b> | <b>In-Person</b>             | <input type="checkbox"/> |
| <b>c.</b> | <b>Telephone</b>             | <input type="checkbox"/> |
| <b>d.</b> | <b>other, please comment</b> | <input type="checkbox"/> |

**Comments:**



2. If DTS was used, were CTO services efficient and accurate?
- Select one. Yes ☐ or No ☐
- Comments:
3. From a scale of 1 to 10 (1-Unsatisfactory, 10-Satisfactory), please rank your overall CTO experience.
4. Was your itinerary delivered accurately within 24 hrs of request? Yes ☐ or No ☐
5. Was your ticket delivered accurately and on time? Yes ☐ or No ☐
6. If CTO was contacted by phone did CTO respond in a timely manner?  
Yes ☐ or No ☐
7. If the traveler placed the travel request in person at CTO location, did CTO staff respond in a timely manner? Yes ☐ or No ☐
8. Did your CTO provide adequate and properly trained staffing personnel to meet your travel service requirements?  
Yes ☐ or No ☐
9. Were copies of DTS Traveler CTO Survey/Comment Forms provided by CTO?  
Yes ☐ or No ☐
10. During times of emergency notification, does your CTO respond adequately to meet emergency needs?  
Yes ☐ or No ☐
11. Does your CTO provide 24 hr., 7 day a week, toll free assistance to travelers worldwide?  
Yes ☐ or No ☐
12. Does your CTO provide respond to E-mail, Fax, or Web reservation request in a timely manner?  
Yes ☐ or No ☐
13. Please provide a general description with details of your CTO experience.

**Figure 6**

## Random Sample Survey

Traveler contact information will be acquired by referencing copy of orders, mass email listings, CBA documentation, or DTS Read Only Access (ROA) for release of random (sample) surveys. The DTS Traveler CTO Survey/Comment Forms will be used to conduct random sample surveys. It is recommended that random sample surveys be delivered to a minimum of 10% of the traveler population at each site. For Services or Agencies locations where large population prohibits 10%, the LQAE/QAE acting on behalf of the DTS COR will determine a number or percentage that provides sufficient enough feedback and that represents the sites organizational structure from a traveler standpoint to assess each CTO performance area. For travelers without electronic means, hardcopy forms will be provided. Traveler random sample survey data will be evaluated against the DTS CTO contract requirements. The DTS Traveler CTO Survey/Comment Forms Figure 6 will be used for traveler random sample surveys and will be included as part of CTO past performance history.

***Note:*** Traveler random sample surveys are required by ITEC4 to assist in documentation of CTO contract past performance. Survey data gathered during traveler random sample surveys, whether contractual or service performance related is subject to inclusion in COR and ITEC4 CTO contract past performance reporting.

## Example of CTO Performance Summary Report (MS-Excel format)

All performance related summary reporting submitted by CTO to the DTS COR or DTS LQAE/QAE acting on behalf of the DTS COR will be MS-Excel compatible. DTS standard reporting format for tracking CTO performance will use MS-Excel format Figure 7. Each entry will provide name of site/location, date observed, name of Service/Agency LQAE/QAE, CTO Name, performance service area, a unique tracking number, AQL Rating per DTS SOW, Description of the issue, and a CTO point of contact and phone number.

Observed/Reported by Month	Date Observed/Reported	QAE/ACOR Name	CTO Name	Service Area	Tracking Number	AQL Rating	Description/Notes	CTO Phone
March-03	3/21/2003	SSGT Henry VIII	Jupiter Travel Inc	(CS) Customer Service [general]	1	UNSATISFACTORY	Agents appear to need training, new employees this month	(409)555-0909
	3/18/2003	SSGT Henry VIII	Jupiter Travel Inc	(CS) Walk-in Service	2	UNSATISFACTORY	Agent was courteous, but needs some training	(409)555-0909
	3/29/2003	SSGT Henry VIII	Jupiter Travel Inc	(CS) Walk-in Service	3	SATISFACTORY	Met with lead agent, new agents seem well improved	(409)555-0909
April-03	4/30/2003	SSGT Henry VIII	Jupiter Travel Inc	(CS) Walk-in Service	5	SATISFACTORY	Agent was helpful and courteous, deserves credit for job well done.	(409)555-0909

Figure 7

## **Training**

The DTS QASP will be included as part of the Services and Agencies training for the travel management, transportation offices and Services and Agencies LQAE/QAE. LQAE and QAE training will be included as part of the DTS CTO Implementation Plan. Services and Agencies are encouraged to supplement LQAE/QAEs with any additional training necessary to assist with supporting quality control best business practices.

## **DTS Integrated CTO Performance Tracking**

In the initial stages of implementing the DTS QASP process, Services and Agencies will rely predominantly on email and facsimile based communications. Reporting tools like the DTS Traveler CTO Survey/Comment Form (MS-Word) , CTO summary reports (MS-Excel spreadsheets), direct LQAE/QAE observations, and the results gathered in random (sample) traveler surveys will serve as the data feedback mechanism for substantiating traveler CTO performance satisfaction.

The PMO-DTS will continue to analyze optional solutions for improving automation of the DTS CTO QASP and CTO performance reporting process. This will involve participation from the Services and Agencies in a partnership or Joint Application Development (JAD) review effort that will include participation from the DTS travelers, DTS DTAs, Services and Agencies Travel Management/Transportation Offices, CTOs, and Northrup Grumman. The results of the CTO contract performance monitoring and quality assurance surveillance feedback from DTS travelers, LQAE, QAE and CORs will continue to be reviewed on an on-going basis by the PMO-DTS or representatives of the PMO-DTS. Recommendations will be evaluated to determine cost, benefits, technical feasibility, and development of a plan for transitioning the DTS CTO QASP process into a DTS system integrated process.

## Attachment A (DTS LQAE and QAE - Nomination Form)

## Lead Quality Assurance Evaluator/Quality Assurance Evaluator

**Name (Nominee):** <enter data>

**Organization/Unit:** <enter data>

**Mailing Address:** <enter data>

**City:** <enter data>

**State:** <enter data>

**Telephone:** <enter data>

**DSN:**

**Fax:** <enter data>

**Email Address:** <enter data>

**Comments:** <enter data>

## **Attachment B: DA 5479-R, Contract Discrepancy Report:**

For use of this form, see DA PAM 715-15; the proponent agency is DCSLOG.

The Contract Discrepancy Report will be used to document problems or issues identified by the Lead Quality Assurance Evaluator (LQAE), or Quality Assurance Evaluator (QAE) when such a need arises. A duplicate copy of the DA-5479-R will be issued to the CTO contractor by the DTS Contracting Officer (KO). Items 1-4 will be completed at site level by the LQAE or QAE. Item 4, Discrepancy or Problem must include as much detail as possible on the problem or issue being reported. Once these items are complete they will be forwarded to the KO. The DTS KO will serve as the governing body for counseling, corrective actions, evaluation, as appropriate. Copies of this form may be found in the CTO section of the DTS web site, update [www.dtstravelcenter.dod.mil/Secs/CTO\\_QA.cfm](http://www.dtstravelcenter.dod.mil/Secs/CTO_QA.cfm).